

Inspector General

Specialty Track Study Guide

CIVIL AIR PATROL

CAPP 203 2 October 2003



PREFACE

*Senior members use
this study guide to
complete training
and attain ratings in
the Inspector
General specialty*

This study guide outlines the requirements for attaining ratings in the Inspector General specialty track of the Senior Member Professional Development Program. Training in the Inspector General specialty track is self-paced and intended to take place on-the-job and through self-study. This pamphlet guides senior members through that training and is designed to help them learn to function effectively as Inspectors General.

Specialty tracks are governed by CAPR 50-17, *Senior Member Professional Development Program*.

The Inspector General specialty track and this study guide are entirely new. No previous editions of this pamphlet exist.

CONTENTS

<i>Overview</i>	1
<i>Instructions for Students</i>	4
<i>Instructions for Trainers and Commanders</i>	5
<i>Technician Rating</i>	6
<i>Senior Rating</i>	7
<i>Master Rating</i>	8
<i>Attachment 1 Evaluation & Rating Certification</i>	9
<i>Attachment 2 Outline of Inspector General Training Courses & Colleges</i>	10

Inspector General Specialty Track Study Guide

OVERVIEW

The CAP IG program is modeled after Air Force Instructions (AFI) 90-201 and 301. The CAPR 123 series defines the scope and limitations of the CAP IG program. It also clearly defines the two distinct duties IGs perform for CAP and CAP commanders: assessments and complaint resolutions.

This specialty track is divided into three ratings: technician, senior, and master. Progressively mastering the material in each section will prepare inspectors general (IGs) for positions of increasing responsibility.

Study each section and apply the information to actual situations on-the-job. IG students will be able to learn the job through self-study. If further assistance is needed, students may contact the next higher headquarters inspector general, the CAP Inspector General (CAP/IG), or the Inspector General Administrator (HQ CAP/EXI).

While not limiting the role students may take as inspectors general, this study guide presumes that students' levels of responsibility will begin modestly and increase as they advance in the program.

TRAINING OBJECTIVES

Each rating contains both knowledge requirements and service requirements that must be completed in order to attain the rating.

Knowledge Requirements are objectives describing what each student is expected to know and be able to demonstrate before attaining the rating. These objectives are further divided into requirements related to IG assessments and complaints.

Service Requirements are objectives describing what each student is expected to complete through active participation before attaining the rating.

Reading Lists

Students in the Inspector General specialty track need to become familiar with the references listed below. Some publications listed here should be read completely, while others should be studied to the point where the student has a clear idea of where to locate information on appropriate issues; students should see their IG trainer for guidance. Many of these publications are available for download at www.cap.gov.

Essential Program Readings:

CAPR 123-1, *Inspector General Program*

CAPR 123-2, *Complaints*

CAPR 123-3, *Civil Air Patrol Assessment Program*

Additional Readings:

CAPB 1, *Constitution and Bylaws of the Civil Air Patrol*

CAPR 5-4, *Publications and Blank Forms Management*

CAPR 20-1, *Organization of Civil Air Patrol*

CAPR 35-1, *Assignment and Duty Status*

CAPR 35-3, *Membership Termination*

CAPR 35-5, *CAP Officer and NCO Appointments and Promotions*

CAPR 35-8, *Membership Action Review Board*

CAPR 39-1, *Nondiscrimination in Federally Assisted Programs*

CAPM 39-2, *Civil Air Patrol Membership*

CAPR 50-4, *Test Administration and Security*

CAPR 50-17, *CAP Senior Member Professional Development Program*

CAPR 52-10, *CAP Cadet Protection Policy*

CAPR 52-16, *CAP Cadet Program Management*

CAPR 60-1, *CAP Flight Management*

CAPR 67-1, *CAP Supply Regulation*

CAPR 173-1, *Financial Procedures and Accounting Report for Units Below Wing Level*

CAPR 173-2, *Financial Procedures for CAP Regions and Wings*

CAP IG Personal Training Disk: (See CAP website, IG web pages for details on how to acquire this disk).

RECORDING
RATINGS AND
EARNING AWARDS

Recording Ratings. Specialty track ratings are recorded locally and at HQ CAP. Locally, the CAPF 45b, *Senior Member Professional Development Record*, documents progression through specialty tracks. A Member's progress is also listed on the *Professional Development Report (PDR)*, which HQ CAP mails to units bi-monthly and is also available at www.cap.gov.

After a student satisfies all requirements for a specialty track rating, the professional development officer annotates the PDR and returns it to HQ CAP, as well as updates the member's CAPF 45b (see CAPR 50-17 for details).

Earning Awards. When students complete all knowledge and service requirements, as certified by their unit commander (or designee), they attain a new Inspector General specialty track rating. In addition, they become eligible for the Leadership Award and the Inspector General specialty badge. For more information, see CAPR 39-3, *Award of CAP Medals, Ribbons and Certificates*, and CAPM 39-1, *CAP Uniform Manual*.

Instructions for Students

SELF-STUDY & OJT PROCEDURES

Read
Discuss
Shadow
Perform
Review

Training in the Inspector General specialty track may formally begin once Level I of the Senior Member Professional Development Program is completed. You will complete on-the-job training at your own pace and through self-study. If possible, you should be assigned a trainer to help you fulfill the knowledge and service requirements and also to serve as your mentor.

Follow the simple procedures listed below and in Figure 1 to ensure your training is successful:

- 1. Read** the publications listed on the reading list. Focus on the sections pertaining to the knowledge requirements.
- 2. Discuss** the readings with your trainer to ensure your general understanding of them is accurate.
- 3. Shadow** the trainer and watch how he or she performs tasks related to the knowledge requirements.
- 4. Perform** tasks that are related to the knowledge and service requirements, under the trainer's guidance.
- 5. Review** the knowledge and service requirements with your trainer to ensure that you have fulfilled each.

TRAINING VERIFICATION

When you feel convinced you are proficient in the tasks described for each section, contact the inspector general at the next higher headquarters. That inspector general should determine your proficiency through personal knowledge of your support of the IG program and/or oral discussion and complete the checklist found in Attachment 1.

After the next higher headquarters inspector general verifies your proficiency and your commander approves your request for the specialty track rating you are seeking, you become eligible to wear an IG specialty badge.

Process Summary for Earning Specialty Track Ratings

1. Complete the self study: Read, Discuss, Shadow, Perform, and Review, as described above
 2. Fulfill the rating's service requirements
 3. Be evaluated by the IG trainer using Attachment 1
 4. Record the new rating on the CAPF 45b and PDR (see page 3)
-

Figure 1. Process Summary

Instructions for Trainers and Commanders

INTRODUCTION

It is you, the OJT trainer, who makes the specialty track training program work best. Think of yourself as a mentor, ready to guide your senior member student(s) through the duties of their position, always relating the job to the knowledge requirements corresponding to the rating the student is pursuing. CAPP 52-6, *Mentoring*, provides an excellent overview of how to be an effective mentor.

THE OJT ENVIRONMENT

Familiarize yourself with the five-step self-study and OJT procedures suggested to students on the previous page. Use the demonstration/performance method described below to teach students how to complete job duties.

During the demonstration phase of this technique, allow the student to shadow you as you perform job duties related to the student's knowledge requirements. Point out the task's sequence of events and standards of performance.

During the performance phase, have the student complete job duties related to the knowledge and service requirements of the rating they are pursuing. Provide constructive feedback to let them know what they did correctly and what areas they need to improve upon.

Students pursuing the senior and master ratings will likely hold staff positions of their own. In such instances, explain how the subject matter relates to the student's current position as well as your own.

Student / Trainer Ratio

OJT is best conducted with a low student to trainer ratio (3:1 or better is recommended).

Levels of Training

Familiarize yourself with the knowledge and service requirements throughout this guide. This will help you provide the right training at the right time, versus overwhelming the student with knowledge that may be valuable but is not yet needed by them.

Training Accuracy

Take steps to avoid the easy tendency of always relying on your memory when explaining job procedures to students. By reviewing the applicable CAP publications before beginning an OJT program, you will be sure to teach the current policies and procedures. In the process, you will benefit from refreshing your own knowledge.

Technician Rating

INTRODUCTION

The inspector general technician rating involves implementing inspector general programs for complaints and assessments. A technician rating prepares an IG for duty as an IG staff/support member.

KNOWLEDGE REQUIREMENTS

To achieve the technician rating, the student must demonstrate knowledge of CAP's complaints resolution and unit assessment programs, as well as the basic premise and components of the programs that constitute the three missions of CAP. As a minimum, an IG technician should:

Assessments

- (1) Identify the four types of assessments
- (2) Define the five grades of the assessment program
- (3) Define the four types of "special" report entries
- (4) Identify the functional areas (tabs) evaluated during an assessment

Complaints

- (1) Identify the ten CAP IG steps for resolving complaints
- (2) Define the following: fraud, waste, abuse, abuse of authority, misconduct, and complaint
- (3) Identify the problems that are not addressed by the CAP IG complaints program.

SERVICE REQUIREMENTS

Additionally, the student must complete the following service requirements:

- (1) Participate in one complaint analysis (may be simulated)
- (2) Participate in two assessments as a team member
- (3) Be evaluated by a Senior or Master rated IG, using Attachment 1
- (4) Successfully complete the CAP Basic Inspector General Course (see Attachment 2)
- (5) Serve a minimum of 6 months as a group IG or as a staff member to a wing or region IG.

Senior Rating

INTRODUCTION

The inspector general senior rating involves developing inspector general programs for complaints and assessments. A senior rating prepares an IG for duty at the group or wing level. To achieve the senior rating, the student must have earned the technician rating.

KNOWLEDGE REQUIREMENTS

To achieve the senior rating, the student must demonstrate an advanced knowledge of CAP's inspector general programs by participation in investigations and inspections; a basic knowledge of the CAP wing's functional working areas (see Wing Compliance Inspection Guide for a listing of functional areas); and be prepared to operate as a supervisor and mentor to inspectors general at subordinate levels. At a minimum, the IG senior rating student should:

Assessments

- (1) Explain the four types of assessment and when each would be used
- (2) Distinguish the application of the five assessment grades
- (3) Give examples of the proper application of the four types of "special" report entries
- (4) Summarize the mission(s) of each functional assessment area/tab

Complaints

- (1) Produce a plan for completing a 10-step investigation of an actual complaint.

SERVICE REQUIREMENTS

Additionally, the student must complete the following service requirements:

- (1) Participate in three assessments as a team member
- (2) Successfully complete the Inspector General Senior Level Training Course (see Attachment 2)
- (3) Be evaluated by a master-rated IG, using Attachment 1.
- (4) Serve as an IG on at least the group level and/or as a wing/region inspector general assistant or staff member for a minimum of 1 year.

Master Rating

INTRODUCTION

The inspector general master rating involves managing inspector general programs for complaints and assessments. A master rating prepares an IG for duty at the wing, region or national level. To achieve the master rating, the student must have earned the senior rating.

KNOWLEDGE REQUIREMENTS

To achieve the master rating, the student must demonstrate through performance an advanced knowledge of CAP's inspector general programs; demonstrate through formal instruction knowledge of the CAP functional areas/tabs (see Wing Compliance Inspection Guide for a listing of functional areas); demonstrate an ability to manage all phases of a wing, region or national IG program, as well as supervise/mentor inspectors general at lower command levels. At a minimum, the IG master rating student should:

Assessments

- (1) Plan, organize and execute one subordinate unit inspection (SUI) and one staff assistance visit (SAV)
- (2) Critique the mission accomplishment of each inspected area (tab)
- (3) Appraise the results of an assessment and analytically apply the grading criteria

Complaints

- (1) Select the correct template(s) in creating a Report of Investigation (ROI)
- (2) Create a concise ROI from facts acquired during an investigation.

SERVICE REQUIREMENTS

Additionally, the student must complete the following service requirements:

- (1) Participate as a team leader in two graded assessments
- (2) Graduate from the CAP Inspector General College
- (3) Successfully complete the handling of a CAP complaint from start to finish
- (4) Be evaluated by the CAP/IG, or designee, using Attachment 1
- (5) Serve as wing and/or region IG or on the IG staff at National level for a minimum of 2 years

Attachment 2

Outline of Inspector General Training Courses & Colleges

CAP INSPECTOR GENERAL BASIC COURSE

Scope: To complete the knowledge requirements for the IG technician rating.

Course Duration: Schedule for a 1-day session. Subject matter headings offer six class sessions of approximately 50-minutes in duration. Allow time between sessions for a break and to change presenters. Allow a reasonable period for a lunch.

Course Materials:

- CAP IG Personal Training Disk (*This CD will contain all the required bibliography including current CAPRs, CAPMs, and CAPPs; PowerPoint presentations for the Technician, Senior and IG College courses; templates and forms employed by the IG program; see page 2*).
- PowerPoint presentation sets titled “CAP Inspector General Technician Rating Course”
- Written copies of the Power Point notes

Subject Matter Headings:

- “What an IG Can and Can Not Do”
- “A Vocabulary Lesson for IGs: Fraud, Waste, Abuse, CI, SUI, and Tabs as a Start”
- “The Ten Steps to Complaint Resolution”
- “The Value of the CAP Inspection Program --It’s in the Tabs!”
- “Grade Inflation -- Understanding the 5 Grades and 4 Special Report Entries in a SUI”
- “Interviewing -- Practicum”

Assessment of Course Completion:

- Pre and a Post course test; with post test exceeding the score of the pre test score
- Participation in the interviewing practicum
- Value-added survey of participants

Instructor Qualifications: Senior or master-rated IG.

Location: To be determined by the IG conducting the course after completing a needs analysis. Highly recommend conducting the course with access to a PowerPoint program and a projector.

CAP INSPECTOR GENERAL SENIOR LEVEL TRAINING COURSE

Scope: To complete the knowledge requirements for the IG senior rating.

Course Duration: Schedule over a 2-day period. Subject headings offer twelve class sessions of approximately 50 minutes in duration. Allow time between each session for a

break and any change in presenters. Twelve sessions plus a 4-hour practicum will yield a 16-hour, two-day course. Allow a reasonable period for lunch both days.

Course Materials:

- CAP IG Personal Training Disc (see page 2)
- Forms and Templates
- Power Point presentations for the technician and senior courses
- SAT-SUI (Self-assessment tools and subordinate unit inspections)
- IO Guide
- PowerPoint presentations sets titled “CAP Inspector General Senior Rating Course”
- Written copies of the PowerPoint presentation

Subject Matter Headings:

- “Compliance Inspections”
 - Scheduling
 - Execution
 - Follow-up
- “Subordinate Unit Inspections”
 - Scheduling
 - SAT
 - Grading
 - “Special” report entries
 - SUI Report Exercise
- “Complaint Handling: Analysis is Step One!”
 - “Elements of the 10-Step Process”
 - “IO Guide as a Tool”
 - “Complaint Resolution Planning Exercise”

Assessment of Course Completion:

- Pre-test and post-test on questions specific to the CAP 123 publication series
- Criterion referenced pass/fail test employing resources available to the students
- Successful completion of practicum SUI report exercise and the complaint resolution planning exercise
- Participant’s survey on affective domain areas

Instructor Qualifications: Master-rated IG or equivalent HQ CAP employee

Location: CAP/IG will offer the Inspector General Senior Level Course in conjunction with the annual summer National Board meeting. Additionally, wing and region IGs, graduates of the CAP Inspector General College, and master-rated IGs are encouraged to work together to conduct the Senior Course in the wing or region.

THE CIVIL AIR PATROL INSPECTOR GENERAL COLLEGE

Scope: To prepare an individual to fulfill duties as a national, region or wing IG

Course Duration: The National IG College is a Senior Member Professional Development Level IV training program equivalent to a Region Staff College. It is an intensive 5-day course offering 30 hours of formal classroom instruction and 10+ hours of practicum and seminar opportunities.

Course Materials:

- CAP IG Personal Training Disc (see page 2)
- A HQ CAP prepared text which contains the PowerPoint presentations, course outlines, student networking rosters, and other pertinent, yet time-sensitive material
- CAP-USAF Cooperative Agreement and implementing documents, CAP Constitution and By-laws.
- CAP IG staff will prepare working papers on the following subjects:
 1. Psychological Aspects of Inspector General Inspections and Investigations
 2. Position papers collected from staff around the country on the role of the IG, the Commander, the Legal Officer

Subject Matter Headings:

- The IG College Overview
- Origin and History of the IG/CAP-USAF relationship
- CAP and USAF Documents (Cooperative Agreement [CA]; Statement of Work [SOW]; Constitution and Bylaws [C&BL])
- CAP Regulations and the IG
- Legal Officer and General Counsel Assistance
- Discussion and Answer session on the Psychological aspects of the IG work
- Discussion and Answer session on the roles of the IG, the Commander, and the Legal Officer.
- CAP Wing Assessment Program (Compliance Inspections)
- CAP Subordinate Unit Inspection
- Interviewing for an inspection
- What to Do with All that Data -- A Thoughtful Analysis of the Analysis and Reporting the Results
- Practicum on SUI Team Leadership.
- IG Complaint Process Step 1 (Contact)
- IG Complaint Process Step 2 (Complaint Analysis)
- IG Complaint Process Step 3 (Tasking)
- IG Complaint Process Step 4 (Pre-fact Finding)
- IG Complaint Process Step 5 (Fact Finding)
- IG Complaint Process Step 6 (Report Writing)
- IG Complaint Process Step 7 (Quality Review)
- IG Complaint Process Step 8 (Legal Review)

- IG Complaint Process Step 9 (Rewrite)
- IG Complaint Process Step 10 (Closure)
- Complaints resolution, and writing an ROI Practicum and Seminar

Assessment of Course Completion:

- Pre and Posttest results will be compared. Personal interviews with students needing counseling needed to bring all post test results to 100%
- Participation and group dynamics setting in a practicum presentation related to SUIs
- Participation and group dynamics setting in a practicum presentation related to complaint resolution and writing a complete ROI (Report of Investigation)
- Affective Survey to measure student response to the college course material
- Questionnaires following the last class for a particular presenter

Instructor Qualifications: A master rating in IG; current service as an IG at wing or higher level or NHQ and CAP-USAF employees working in the IG field.

Location: TBD; biennially by CAP/IG and CAP-USAF/IG.